

DHS Specialty Care NEWS

End of Year Edition – 2013

eConsult continues to grow!

51,000 eConsults and counting!

eConsult took a big step forward 2 months ago when the Los Angeles County Board of Supervisors approved a 4 year contract with the eConsult vendor. This will allow DHS to complete its planned roll out so that all non-urgent, outpatient specialty care will begin with eConsult. We are pleased to have recently added **Hematology, Rheumatology** and **Otolaryngology** to eConsult. We will be adding more specialties and more users in early 2014.

By the numbers....

16 Specialty Services (Cardiology, Dermatology, Diabetes, Endocrinology, Gastroenterology, Gynecology, Hematology, Hepatology, Nephrology, Neurology, Obstetrics, Ophthalmology, Otolaryngology, Podiatry, Rheumatology, Urology)

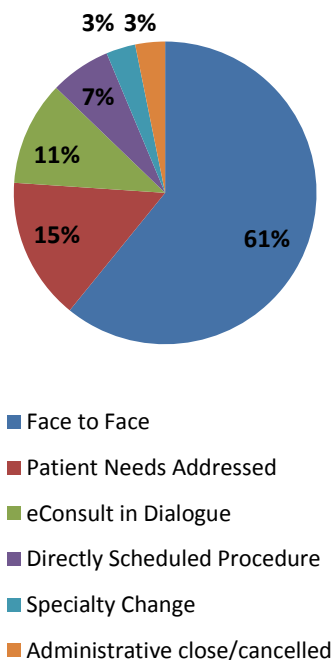
135 DHS Specialty Reviewers

2.6 days = Average Specialty Reviewer response time

160 sites (43 DHS and 117 Community Partner)

1,480+ Primary Care Providers using eConsult System

Submitted eConsults (N=51,325)



DHS Specialty Care Improvement Initiative

Positioning DHS for the ACA

With the January 1st Affordable Care Act transition only a few days away, DHS continues to strive toward being the kind of integrated healthcare delivery system that our patients will choose when they have more options for care. We have focused on:

- Becoming more **responsive** to delivering specialty care (2.6 days!)
- Being more **patient-centered** in scheduling (23,000+ scheduled in our Appointment Service Center by directly calling the patient)
- Delivering **consistent quality** across our expansive geography (20 Specialty-Primary Care Workgroups and the DHS Clinical Care Library)
- **Effective use** of our specialty care resources (lower “no-show” rates to specialty visits, optimal use of each specialty visit, cross-cluster collaboration around specific procedures and subspecialty expertise).

Specialty Primary Care Workgroups Update

County-wide, specialty specific collaboration

We continue to add Specialty-Primary Care (SPC) Workgroups which function as the centerpiece of our specialty care improvement efforts. With the recent launch of **Surgery** and **Infectious Disease** workgroups, we now have **20 SPC Workgroups system-wide**.

Gratitude to all our partners

It has been a team effort

The end of a calendar year is often a time for reflection and thankfulness. The Specialty Care Improvement Initiative is grateful for the dedication and expertise of so many of our partners (too many to count!) in various **LA County and DHS departments** and **patient care facilities**, our **eConsult specialty reviewers**, **PCP users**, **SPC workgroup participants**, **Community Partner Clinics**, **LA Care Health Plan** and **SafetyNetConnect**.

Introducing Ari Padilla

The Specialty Care Improvement Team is growing!

We are happy to announce the addition of Ari Padilla, MBA as our new Assistant Director of Specialty Care Improvement. Ari comes to us with 10+ years of both local and state-wide healthcare improvement experience. We are glad to welcome her to our team. Her contact information is below.

For Questions or suggestions about the DHS Appointment Service Center please contact Dawn Flores – deflores@dhs.lacounty.gov

For Information about eConsult or SPC Workgroups, please contact Ari Padilla – apadilla3@dhs.lacounty.gov.

Dr. Paul Giboney is available for any Specialty Care Initiative related questions, ideas or concerns – pgiboney@dhs.lacounty.gov